

YMCA OF SAN DIEGO COUNTY

# YMCA CHILDCARE RESOURCE SERVICE



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## 2021-2022 IMPACT REPORT



## DEAR READERS,

There is so much to be proud of this year. First, I want to thank our dedicated staff, partners, and funders for their steadfast support of YMCA of San Diego County Childcare Resource Service's efforts to provide meaningful services that support children, families, child care providers, and our community. This is all possible because of our collective belief that together, we can build a sustainable child care system that works for all San Diego County children and families.

This past fiscal year has been an exceptionally exciting one as we continue to evolve our services and approach. As we integrate and innovate our services to be more responsive to community needs, we are creating more opportunities for connection and more equitable access to resources. We advocated alongside our community to increase access to affordable child care options and family resources in San Diego County. We supported thousands of local child care providers with financial assistance, supplies, and professional development opportunities. And we launched our new Employer-Sponsored Child Care Solutions program so we can create more family-friendly workplaces in our community.

This has also been a year of tremendous growth and development. I couldn't be prouder of our extraordinarily passionate, talented, innovative, and empathetic team of people that bring their whole selves to our work every day. I am honored to work alongside a team that centers the needs of families and child care providers, a team that asks curious questions that push innovation and improve quality, and a team that dedicates themselves to building authentic relationships and partnerships. As we move forward, we will continue to take care of ourselves and one another and foster a safe, welcoming workplace that promotes belonging and well-being.

We are so fortunate to work in a field that makes a difference with teammates that make work a fun and engaging place to be. I am so proud of what we achieved together – and our 40+ years of successes along the way. This Impact Report paints a picture of the scale and impact we accomplished through our work at YMCA of San Diego County Childcare Resource Service – work that truly creates a lasting impact for children, families, child care providers, and our community.

I look forward to another awesome year of learning and growing together.

Sincerely,



Kim McDougal, MPH, MS  
Executive Director  
YMCA Childcare Resource Service

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## WORKING TOWARDS AFFORDABLE, QUALITY CHILD CARE FOR ALL

We are amid a growing child care crisis. For too many families, finding child care and early education programs that are high-quality, accessible, and affordable is a challenge. In fact, California's high housing and child care costs create such a burden that one in three households do not earn enough to cover their basic needs. At the same time, child care rates and pricing reflect what the market can bear rather than the true cost of quality care. This results in both a strain on families and child care providers.

YMCA of San Diego County Childcare Resource Service (CRS) is honored to collaborate with federal, state, and local public partners to ensure community members receive high quality, expedited service that honors their unique needs and experiences. We understand that creating a more just and equitable system involves participating in policy discussions and sharing our knowledge and evidence widely to support data-informed decisions and improve systems responses to critical social issues such as child care. To learn more about this work, [please visit our Policy Vision](#).



### Over the past year, our advocacy efforts have helped influence change not just for our clients, but for children and families across systems and communities.

By working collaboratively with partners across the child care sector, including [Children First Collective San Diego](#), CRS can inform policy change, drive investment, and address the child care crisis here in San Diego County. With unique access to regional child care data and a deep understanding for the issues at play, CRS helped uplift multiple community champions for child care this year, many of whom were influential in securing \$51 million dollars in emergency pandemic funding from local governments for children, families, and child care providers.

In working with child care providers and families, CRS contributed to state-wide learning around the importance of an inclusive approach to implementing Universal Prekindergarten in California. CRS authored an original research piece, [An Inclusive Framework: Designing and Implementing Universal Prekindergarten in California](#), which supports advocacy for [California Senate Bill 976](#) and a state-wide investment in Transitional Kindergarten planning funding.

Building upon over forty years of experience in child care systems, CRS worked with the California State Legislature and Governor Gavin Newsom to secure significant funding to expand child care access for families in San Diego County and across the state. This includes funding for 36,000 more families to receive subsidized child care, an additional \$35 million in funding for the Foster Care Bridge Program, \$100 million to help renovate and build new child care facilities, and significant funding to support mental and behavioral health services for children and their parents and caregivers.

While San Diego County has many resources available to families, there are often barriers to accessing and engaging in these services. To strengthen family protective factors, we are leading [Partners in Prevention](#), a cross-sector, county-wide initiative of over 200 partners with a shared goal to improve, align, and provide equitable access to critical family resources and supports. Together, we are making it easier for families to access support services, build on family strengths, and thrive.

While we experienced an incredibly impactful year with our advocacy efforts, our work does not end here. CRS is committed to bringing about lasting and meaningful change in our early learning and care communities – our future depends on it.



# A WHOLE CHILD, WHOLE FAMILY, WHOLE COMMUNITY APPROACH

At YMCA of San Diego County Childcare Resource Service (CRS), we are steadfast in working to resolve the child care crisis and build a sustainable child care system by offering innovative services that connect families and child care providers to meaningful supports that meet their unique needs. We know that supports that align with the five protective factors are proven to buffer stress, build family strengths, enhance child care environments, and promote better outcomes for children and families who face adversity. These five protective factors are:



**At CRS, we intentionally design our programs and services to increase these protective factors among families and child care providers by:**

- Assisting families with finding and paying for child care
- Supporting child care providers with implementing quality and impactful educational and business practices
- Providing respite care and teen programming for civilian and military families with children and young adults with special needs
- Offering parent education and connections to resources
- Advocating for fully funded and easy-to-access family support systems
- Engaging with cross-sector partners for systems improvement and increased access to community resources



# SCALING OUR REACH AND IMPACT

As one of San Diego County's two child care subsidy distributing agencies and the only state-funded child care resource and referral agency in San Diego County, we are committed to ensuring equitable access to affordable, quality early education and school-age care and development programs. By connecting families to quality child care and ensuring child care providers have the resources they need, we can ensure young people in our community are surrounded by environments and relationships which allow them to thrive.

With a deep passion and dedication to supporting children, families, and child care providers in San Diego County, we are proud to share how we scaled our impact across the community this year. Through additional funding and increased capacity, we were able to serve nearly 8,000 more individuals this year compared to last year.



**Total individuals impacted:**  
**85,635**  
 Adults (18+): 58,497 Youth (0-17): 27,138

*Numbers reflect a degree of duplication as a family or provider may be engaged in multiple YMCA CRS services.*

## CHILDREN AND FAMILIES:

With so many families finding it challenging to find and pay for accessible care in our region, CRS assisted over 13,000 families with finding a provider and setting that meets their needs and supported an additional 4,500 eligible families with vouchers to help pay for care.



## CHILD CARE PROVIDERS:

The child care sector has been deeply impacted by the pandemic, staffing issues, and years of historic injustices that have left the field underfunded and underpaid. This year, CRS distributed nearly \$60 million in child care vouchers to over 2,000 child care businesses, offered over 500 provider trainings, and supported over 100 individuals in becoming a child care provider.



## EMPLOYERS:

With a lack of accessible child care in our region, employers are feeling the effects of a workforce shortage as parents continue to stay home. This year, CRS launched our new Employer-Sponsored Child Care Solutions program to offer employers direct support, advice, and systems to create family-friendly policy and child care support systems within their organization.





# LEADING WITH JUSTICE, EQUITY, DIVERSITY, AND INCLUSION

In support of the YMCA's vision of equity for all, CRS seeks to provide trauma-informed and culturally responsive services to children, families, and providers, with a special emphasis on removing barriers and increasing access. We value our partnership with community members and actively work to end disparities and systemic oppressions that affect staff, child care providers, children, and families who are Black, Indigenous, and People of Color (BIPOC) and those who belong or identify as members of marginalized communities.

Furthermore, the YMCA of San Diego County is committed to offering meaningful benefits and supports that promote workplace wellness and our core values of authenticity and belonging. When we intentionally focus on ensuring staff needs are met, we can continue to scale our reach and serve with the highest quality.

As a result of completing a Culturally Responsive Organizational Self-Assessment (CROS) in 2020, CRS identified specific areas of need around race, equity, and justice within our work environment and service delivery approach. In response, CRS created a Justice, Equity, Diversity, and Inclusion (JEDI) Steering Committee to focus on building leadership and thought partnership with our BIPOC staff and a JEDI Workgroup to carry out the work. Additionally, CRS created a full-time position to coordinate and facilitate the activities of the steering committee and workgroup, as well as the implementation of new policies and practices.

Through intentional and collaborative efforts, CRS is developing activities and processes that move the work of equity and belonging forward, all in alignment with the strategic goals of our Association. In our commitment to ensuring that justice, equity, diversity, and inclusion are integrated within our CRS departmental structure at all levels, we prioritized staff trainings and professional development opportunities to improve cross-cultural communications and build better understanding, connection, and belonging across teams.

FACILITATED 36 TRAINING OPPORTUNITIES WITH OVER 1,000 STAFF INTERACTIONS



We understand change starts from within. As we move from planning to implementation with our internal JEDI work, we are simultaneously looking at ways to broaden our scope to include the child care sector. As we move forward, we intend to provide San Diego County's early learning and care workforce with professional development and support opportunities designed to increase justice, equity, diversity, and inclusion across the child care system. We will work to ensure that CRS and its programs are intentional with our objective to eliminate systemic racism from our earliest learning communities.

# CONCRETE SUPPORT IN TIMES OF NEED

When families and child care providers have access to concrete supports that help them meet basic needs like child care, food, and housing, they experience less stress and are better able to ensure the well-being of children.

## OUR IMPACT

We are committed to offering equitable access to the resources and support families and child care providers need to thrive. Whether it's connecting families to the child care setting that best meets their needs, providing vouchers to cover the cost of care to eligible families and children, offering business support to child care providers, or assisting employers with child care solutions - what we offer and how we offer it is responsive to our community's voice, diversity, and unique needs.



- Assisted **45,571 families** with concrete supports
- Provided child care referrals to **13,362 families**
- Administered child care vouchers to support **4,534 families** with paying for child care
- Tabled at **15 community resource events** supporting **526 community members**
- Distributed nearly **\$60 million in child care vouchers** to **2,341 child care businesses**
- Helped offset costs for **1,029 child care providers** to attend health and safety trainings
- Distributed **57,917 COVID test kits** to **577 child care providers**
- Provided cleaning supplies, PPE, and diapers to **1,035 child care providers**
- Distributed **\$23,593 to support 18 families** with paying for child care through our new Employer-Sponsored Child Care Solutions program
- Trained **187 staff members** to use Community Information Exchange
- Received **1,339 referrals** through Community Information Exchange and connected **330 clients** additional resources

With the help of child care services provided, I'm able to continue working to support my family.

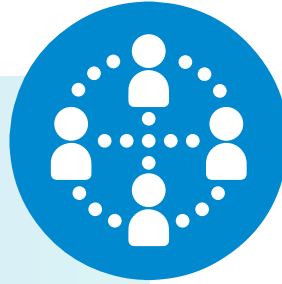


# SOCIAL CONNECTIONS

Positive relationships are the most vital support systems we have. Fostering positive and nurturing relationships with children, friends, family members, and neighbors can provide emotional, informational, instrumental, and spiritual support that benefits children and families throughout their lifetime.

## OUR IMPACT

CRS helps nurture social connections among our community through collaboration with our vast network of partners, training and support groups for child care providers, and fun community events and experiences for children, families, and providers. These unique connection opportunities strengthen the well-being of our community.



- Funded YMCA camp experiences for **64 children**
- Supported **133 individuals** with becoming child care providers in supportive group settings
- Hosted **4 family social events** attended by **170 family members** who are part of our respite care programs
- Partnered with **287 individuals from 50 local organizations** to provide family strengthening supports in our community

CRS OFFERED  
**824 FAMILIES**  
YMCA MEMBERSHIP SCHOLARSHIPS

There are lots of family events that allow us to come out as a family. Now, [my child] looks forward to coming to the Y where he can get involved in activities and interact with other kids. [Respite] is a good program that helps our family unite and allows the kids to be involved with something more than staying at home watching tv or playing video games.



I realized how lucky I am to be in [the Child Care Initiative Project] and know that I am not the only one who has that fear to start [a child care business], that a large part went through the same thing and achieved it, for me it was a motivation to think that one day I can also help someone else who is in the same situation of uncertainty.

# SOCIAL-EMOTIONAL COMPETENCE OF CHILDREN

The ability to express emotions, manage behavior, and interact positively with others are critical life skills for both children and adults. Parents and caregivers play an important role in showing children how to self-regulate emotions and behave in different environments, which in turn positively impacts their relationships with their family, peers, and community.

## OUR IMPACT

CRS builds social-emotional competence among children by supporting parents and caregivers with behavior consultations and support and by providing quality support to local preschools. By equipping both parents and child care providers with core skills, we can ensure children are surrounded by nurturing relationships and environments that allow them to thrive.



- **290 child care providers** received quality coaching



**285 FAMILIES & CHILD CARE PROVIDERS**  
RECEIVED BEHAVIOR CONSULTATIONS AND WARM LINE SUPPORT

With the resources CCIP provided me [as a child care provider], I am able to continue to help children foster their curiosity, creativity, and development.

[My child] is able to regulate his emotions a lot more, be more respectful and careful towards others. He remembers the different exercises that help him calm down. Overall, his behavior improved drastically.



# CAREGIVER RESILIENCE

When it comes to promoting healthy outcomes for children, how parents and caregivers respond to stress has proven to be much more important than the stressor itself. A parent or caregiver's capacity for resilience can affect how they manage stress, solve problems, and build positive relationships with children.

## OUR IMPACT

CRS focuses on helping families lean into their strengths, access resources, and build positive coping skills by providing specialized behavior consultation services, respite opportunities, parent support groups, educational resources, and more. By prioritizing caregiver resilience in our community, we can help prevent child maltreatment and foster family well-being.



- Provided behavior consultation and inclusion support services to **98 families**
- **130 families** used the Call for Connection Warm Line
- Served **1,241 families** through our respite care programs
- Offered **11 parenting workshops** as part of our Association's Mental Health Awareness Campaign



**SUPPORTED 204 FAMILIES**  
WITH ALTERNATIVE SERVICES THROUGH OUR RESPITE PROGRAM, INCLUDING **85 LAKESHORE KITS, 65 PPE DELIVERIES, CPR COURSES FOR 7 FAMILIES, AND YMCA MEMBERSHIPS FOR 34 FAMILIES**

Respite care has helped our family and marriage thrive especially through the deployments and challenging seasons with special needs children.

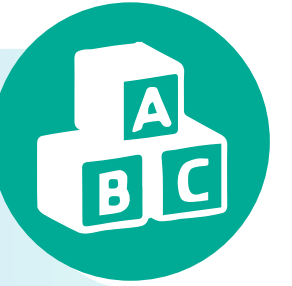
This overall program has been so useful in better understanding ways to be a more positive parent and also understanding how to handle a child with big emotions.

# KNOWLEDGE OF CHILD DEVELOPMENT

Ensuring parents and caregivers have access to information about child development and meaningful parenting support helps them see children in a positive light and promotes their healthy development.

## OUR IMPACT

CRS has been an expert in the field of early learning and child development for more than 40 years. We share our knowledge with the community by offering behavior consultation support to families and child care providers, providing guidance to families on selecting the best child care option for them, and offering quality support and professional development opportunities to child care providers. The more information we share with the field, the more we can contribute to better outcomes for children and families.



- **130 families** and **21 child care providers** used the Call for Connection Warm Line
- Hosted **573 trainings** with **7,247 interactions** from child care providers
- 290 child care providers received quality coaching
- 23 child care providers participated in our Wellness Champions Program

PROVIDED QUALITY SUPPORT TO  
**91 YMCA PROGRAMS**  
SERVING **33,905 YOUTH**



It is such a relief knowing that we have somebody that compassionate looking after our son and makes it easier to relax knowing he is in good hands.

CCIP provided the educational materials and tools necessary to create my [child care] program/business based on my goals and more!!